Leading Health Care
In The 21st Century

VA HEALTHCARE NETWORK
UPSTATE NEW YORK

Pharmacy and Prescriptions

Frequently Asked Questions

QUALITY CARE ℞ LEADING

The VA Healthcare Network Upstate New York is proud to be your health care provider. We are committed to providing you with quality health care and services. As an enrolled patient in the VA health care system, you can obtain medications and medical supplies from the formulary, as authorized by your VA provider(s).

Contact the VA health care facility where you receive care, for the most current prescription information.

If I am enrolled in VA health care, what benefits will I receive?

You are eligible for inpatient and outpatient services, including preventive and primary care, rehabilitation, mental health and substance abuse treatment, home health, respite and hospice care, and prescription medications. You may be required to make a co-payment for these services.

What is a formulary?

The formulary is a comprehensive list of approved medications. Like all health care systems, the VA will pay for medications that are on the formulary. This list has been carefully developed to include a full-range of medications necessary to treat a variety of conditions.

If your current medication is not on the formulary, a medically identical alternative will be prescribed for you. You can view our complete formulary by visiting our website: www.va.gov/visns/visn02/formulary
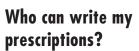
Can I get medication not on the formulary?

Under certain conditions, you may be prescribed a drug that does not appear on the formulary. Your VA provider will need to request this non-formulary medication for you by completing a special request form. The non-formulary medication request must be approved by a committee. You will be informed if the request to fill a non-formulary medication is denied.

Can I get prescriptions from my private physician filled at a VA pharmacy?

No. In order to receive medication from the VA, a VA health care provider must treat you and prescribe your medication. VA health care providers will work closely with your private physician to provide you with continuity of care. It is important for you to supply your VA provider with your medical records from your private physician.

Who can write my prescriptions?

The VA pharmacy will only honor prescriptions written by your VA provider(s). The VA cannot fill prescriptions that are written by private physicians.

Will the VA pay for a prescription filled at a non-VA pharmacy?

No. The VA is not responsible for payment of outside physician's fees or medication. You or your private insurance company is responsible for these costs.

How do I get my medication(s)?

New prescriptions can be picked up at the VA pharmacy or can be mailed to your home. Prescriptions that are mailed come from a centralized pharmacy affiliated with your VA facility. Prescriptions that are mailed usually arrive within 14 days.

How do I get refills?

In general, refills are processed through the mail and not at the window. If your VA provider has approved refills on your prescription, you can request your refill by:

- Using a touch-tone phone to call our automated refill request system. These numers are listed on page 6.
- Completing and mailing the refill request slip that comes with each prescription.
- Leaving the refill slip with the pharmacy the next time you come to the VA.

Refills should be requested at least three weeks before you run out of medication. This will allow ample time for processing and delivery.

What if there are no refills remaining?

If you do not have any refills remaining, and need to continue the medication, please contact your provider as early as possible for a new prescription.

What if I have questions about my medications?

Call the VA pharmacy and ask to speak to a pharmacist. The telephone number of the pharmacy can be found on your prescription bottle.

Refilling Your Prescription(s)

Please refill your prescription(s) through the nearest VA facility. When ordering, you will need your social security number and the prescription number(s) (Rx #). Remember to allow 2-3 weeks for processing and delivery.

Pharmacy Automated Refill Request Telephone Numbers

Albany
(800) 585-9772 or (518) 626-5000 ext. 67449

Bath
(800) 585-9772

Canandaigua
(800) 585-9772

Syracuse
(800) 792-4334 ext. 56505 or (315) 425-6505

**VA Western New York Healthcare System
(Buffalo and Batavia)**
(800) 532-8387 ext. 6581#

Veterans Service Contact Center
1-888-823-9656
For information on eligibility, VA health care benefits,
enrollment, or questions on your billing statement

Telcare
1-888-838-7890
For immediate medical advice any time any place

VA Health Care on the Web
www.va.gov/visns/visn02

For reliable health information on the Web
www.myhealth.va.gov

Reaching Us Is Easy

VA Medical Centers:

Albany
113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia
222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath
76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo
3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua
400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
1-(800) 204-9917

Syracuse
800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

**Community-Based
Outpatient Clinics:**

Auburn
Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7002

Bainbridge
109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton
425 Robinson Street
Binghamton, NY 13901
(607) 772-9100

Carthage
3 Bridge Street
Carthage, NY 13619
(315) 493-4180

Catskill
Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park
1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland
1129 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk
The Resource Center
325 Central Avenue
Dunkirk, NY 14048
(716) 366-2122

Elizabethtown
P.O. Box 277, Park St.
Elizabethtown, NY 12932
(518) 873-3295

Elmira
Health Services Bldg.
200 Madison Ave.
Suite 2E
Elmira, NY 14901
(877) 845-3247

Fonda
Camp Mohawk Plaza
Rt. 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls
84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Ithaca
10 Arrowwood Drive
Ithaca, NY 14850
(607) 274-4680

Jamestown
The Resource Center
890 East Second Street
Jamestown, NY 14701
(716) 661-1447

Kingston
63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna
Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport
Ambulatory Care Center
5875 S. Transit Road
Lockport, NY 14094
(716) 433-2025

Malone
183 Park Street, Suite 3
Malone, NY 12953
(518) 481-2545

Massena
1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls
2201 Pine Avenue
Niagara Falls, NY 14301
1-(800) 223-4810

Olean
465 North Union Street
Olean, NY 14760
(716) 373-7709

Oswego
Seneca Hills Health
Services Center
County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh
43 Durkee Street
Plattsburgh, NY 12901
(518) 561-8310

Rochester
465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome
125 Brookley Road,
Bldg. 510
Rome, NY 13441
(315) 334-7100

Schenectady
1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Troy
295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw
Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 344-3355

Wellsville
Jones Memorial Hospital
Health Care Center
13 Loder Street
Wellsville, NY 14895
(585) 596-2056

▲ VA Medical Center
◆ Outpatient Clinic
❖ VISN 2 Network Office

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